



Centre for Management Development

An autonomous institution under Government of Kerala

No. CMD/08/01/2024

August 13, 2024

NOTIFICATION

The Centre for Management Development (CMD), Thiruvananthapuram invites applications from qualified and competent candidates for appointment to the posts of **Front Office Manager cum Multi-Tasking Technical Supervisor on contract basis in KSRTC-SWIFT Ltd.** The personnel selected will be appointed under the payroll of Centre for Management Development, Thiruvananthapuram and will be deployed at the office of KSRTC-SWIFT Ltd. for providing the requisite service. Interested candidates may apply via **ONLINE** mode only by filling the prescribed application form given in the website of Centre for Management Development (CMD), Thiruvananthapuram (www.cmd.kerala.gov.in). The details are given below. The online application submission link will open on **August 13, 2024 (10:00 A.M.)**. The last date for submitting online application is **August 27, 2024 (05:00 P.M.)**.

Note: Candidates will have to upload their updated Curriculum Vitae (CV), passport size photograph (taken within six months), signature and copies of certificates proving qualification and experience while submitting the application. The photograph and signature must be in JPEG format. The size of the photograph must be less than 200kB and the size of the signature should be less than 50 kB. The CV and the copies of certificates shall be either in JPEG format or in PDF format and each attachment shall not exceed 3MB in size.

DETAILS OF POSTS

The details regarding the qualification and experience required, number of vacancies, age limit and remuneration are given in the table below.

Sl. No.	Position	Mode of Appointment	Educational Qualification	Work Experience#	Upper Age Limit # (years)	Maximum Pay (Consolidated)
1	Front Office Manager cum Multi-Tasking Technical Supervisor (No. of Vacancy :01)	On Contract basis	<ul style="list-style-type: none"> • Plus Two or Equivalent • ITI or Equivalent in any Discipline • Proficient in Microsoft Office (Word, Excel, etc.) 	<ul style="list-style-type: none"> • At least 15 years of work experience in a similar role in a professionally managed organization. • Person should be willing to work beyond office hours and should have excellent coordination skills. • Willing to travel to all the KSRTC depots across Kerala where the SWIFT buses are deployed. 	55 years	Rs. 35,000/- Only TA/DA on Tour will be provided according to the eligibility as per the TA rules of KSRTC-SWIFT Ltd., on production of documents in support of the claim, subject to the approval of the competent authority.

#As on 01.08.2024

Conditions of qualification and experience may be relaxed in case of exceptionally qualified/experienced candidates from large/Govt. organization in similar post(s).

1. Job Responsibilities

- To coordinate the Front Office activities in KSRTC-SWIFT Ltd. Office at Anayara, Thiruvananthapuram.
- To address the passenger complaints/grievances in a professional and proactive approach.
- To take up Human Resource activities for the deployment of SWIFT crew in different units of KSRTC.
- To Supervise the maintenance and upkeep of allied devices including Camera, Entertainment system, LED Destination Boards, etc., fitted in SWIFT buses.
- To monitor and supervise the house keeping activities in various depots for which the house keeping coordinator will be reported to.
- To organize the trainings required for the operating staff in KSRTC SWIFT for nourishing their behaviour and attitude towards the passengers as and when required.
- Ensure overall functioning of the office, its equipment and devices by proper maintenances.
- To take up all the activities as entrusted by KSRTC-SWIFT Ltd. from time to time.
- Supervision for the upkeep and cleanliness of SWIFT buses for a better passenger experience by proper coordination with various departments.
- Adhere to the standards and procedures set by KSRTC SWIFT Ltd. from time to time.

Note:

- It shall be noted that admittance to various stages of the recruitment will be provisional only, and will not confer any claim unless various other conditions of selection processes are satisfied. Detailed scrutiny of the applications/credentials will be conducted before interview/appointment. Any discrepancy found during the detailed scrutiny will result in the rejection of the candidature.
- KSRTC-SWIFT Ltd. reserves the right to shortlist only a limited number of candidates for interview, as the case may be for the post, based on marks secured in their qualifying examination and/or years of relevant experience. Candidates should clearly mention the marks scored in their qualifying examination in the application. The onus of proving the conversion from grade/CGPA to percentage of marks would rest with the candidate.
- Canvassing in any form will lead to disqualification. In the event of any information provided by the candidate being found false or incorrect at any stage, their candidature/appointment is liable to be cancelled/terminated without any notice. KSRTC-SWIFT Ltd. reserves the right to fill or not to fill the post advertised.
- No TA/DA shall be paid for attending the interview.
- The documents in original will have to be produced at the time of document verification for those candidates called for interview.
- CMD reserves the right to fill/not fill the Post Advertised.
- **Candidates shall submit their application via ONLINE mode only though the application submission link provided in the website of CMD. Applications submitted via any other medium will be summarily rejected.**
